

## **Program E: Commercial**

### **OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003.

DEPARTMENT ID: 04A Department of State

AGENCY ID: 04-139 Secretary of State

PROGRAM ID: Program E: Commercial

## 1. (KEY) To maintain an efficient filing system by continuing a low document filer error rate of no more than 7% of documents.

Strategic Link: This objective relates to Strategic Objective 1: *To speed up the filing process by maintaining or reducing the document filer error rate annually at or below 7% of total documents filed.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of documents returned	8%	6.7%	7%	7%	7%	7%
S	Total number of documents returned	11,900	10,508	11,700	11,700	11,700	11,700

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2. (KEY) To continue to achieve a 99% accuracy rate in data entry in Uniform Commercial Code (UCC) and Farm Product filings.

Strategic Link: This operational objective relates to a strategic goal of maximizing the efficiency of document processing and information services.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage accuracy in data entry of UCC and Farm Product filings	97%	99.9%	99%	99%	99%	99%
S	Number of filings	169,000	164,386	172,000	172,000	166,500	166,500

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## 3. (KEY) To process 95% of all service of process suits received within 24 hours of being served to the program.

Strategic Link: This operational objective relates to a strategic goal of ensuring compliance with the laws governing the program at the lowest possible cost to tax payers.

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of suits processed within 24 hours of receipt	100%	100%	100%	100%	100%	95% <sup>1</sup>
S	Service of process filings (lawsuits filed)	36,500	34,067	37,000	37,000	36,000	36,000

<sup>1</sup> At recommended level, due to cuts in supplies and manpower the program will likely be unable to maintain the processing rate within 24 hours at 100%, which is required by law.

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## 4. (KEY) The program will maintain the frequency of requests for updated regulatory requirements to at least one request per year.

Strategic Link: This objective relates to Strategic Objective 4: *To improve the timeliness and quality of the data used to generate reports for First Stop Shop customers, the program will increase the frequency of requests for updated regulatory requirement of at least two requests per year.*

Louisiana: Vision 2020 Link: Not Applicable

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of requests for updated regulatory requirements sent to agencies in program's database.	Not Applicable <sup>1</sup>	1	Not Applicable <sup>1</sup>	Not Applicable <sup>1</sup>	2	1 <sup>2</sup>

<sup>1</sup> This is a new performance indicator for FY 2002 - 2003 . It did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or FY 2001 - 2002.

<sup>2</sup> At the recommended funding levels, the program will be unable to increase the number of mailings to update regulatory information in its database, as originally intended.